

1/7

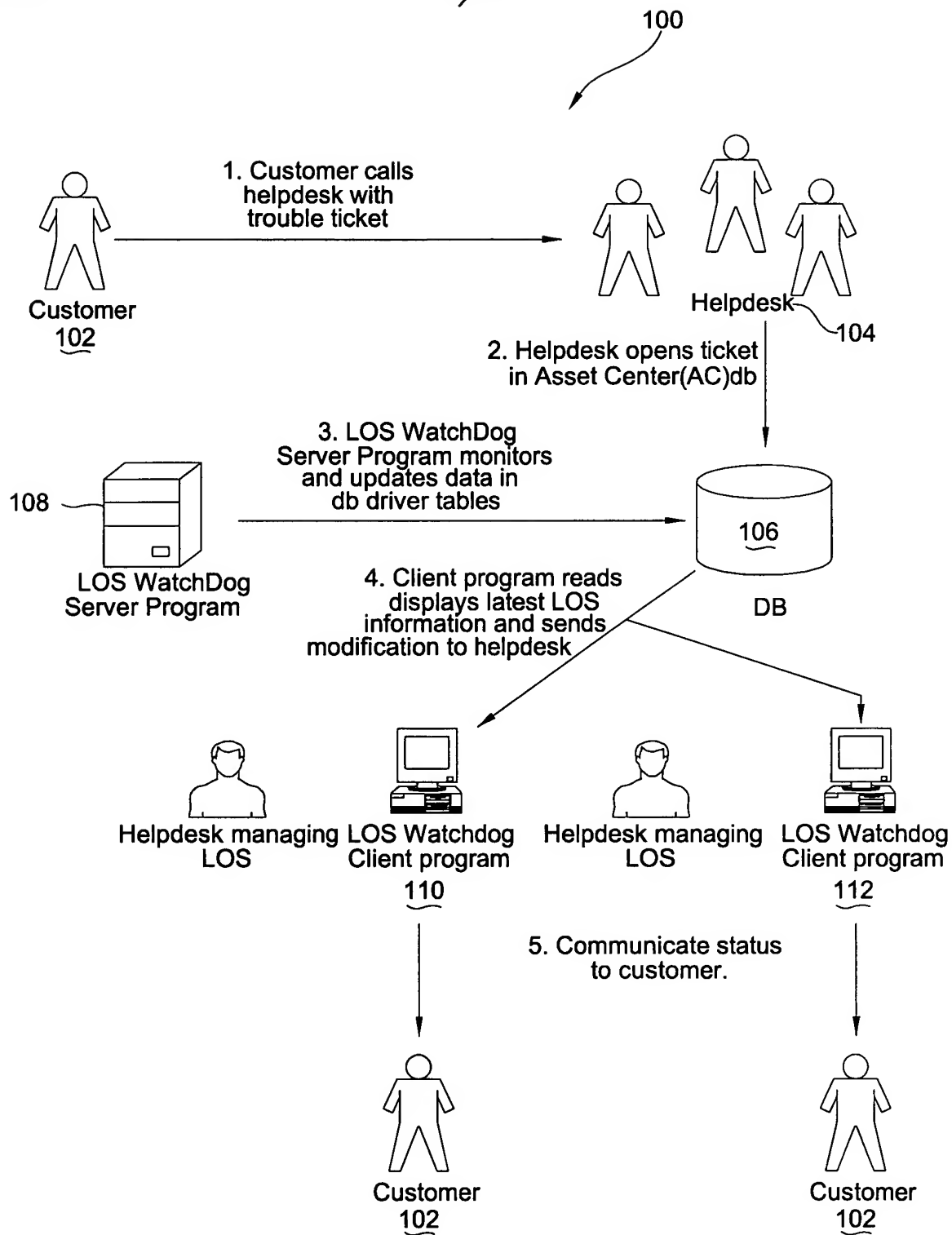


FIG. 1



200

2/7

LOS Watch Dog Program

File Help

## ACM LOS Watch Dog

Time zone used: EST

Status By	Status	Ticket #	Asset Tag	Severity	Group Name	Assigned To	A/C Due Date
01/21/2003 09:25:23 PM	CRITICAL STATUS	A009208	MC0300UX208	SpecOC-04(Gold)	H300 ServiceDesk	JEFFREY LAMBERTON	01/18/2003 05:34:40 A
01/21/2003 00:23:08 PM	CRITICAL STATUS	A013662	MC0300UX208	SpecOC-04(Gold)	SYS Engrn Q	NA	01/28/2003 12:29:08 P

Number of IOC Records: 2

Ticket Types

- ☒ IOC
- ☐ Xtranet
- ☐ GDMS

Get Tickets Log Out

Start 00:00 PM

FIG. 2



3/7

302

LOS Watch Dog Program

ACM LOS Watch Dog

Time zone used: EST

Status By	Status	Ticket #	Asset Tag	Severity	Group Name	Assigned To	IOC Due Date
01/21/2003 08:28:23 PM	CRITICAL STATUS	A01366Z	WB0300J208	SpecIOC-04(Gnd)	LB300 ServiceDesk	O JEFFREY LAMBERTON	01/18/2003 04:34:40 A
01/21/2003 00:23:04 PM	CRITICAL STATUS	A01366Z	WB0300J224	SpecIOC-04(Gnd)	LB300 ServiceDesk	O MIKE LABARRE	01/22/2003 10:18:37 A

Number of IOC Records: 2

Ticket Types:  
☒ IOC  
☐ Xtranet  
☐ GDMS

Get Tickets Log Out

Start 00:00 PM

304

FIG. 3A

WARNING!

! ATTENTION STATUS: A01366Z has reached 75% of its necessary STATUS point. Please take necessary action immediately!

OK

304

FIG. 3B



4/7

400

Steps	Time	Description
1.	9:30am	Customer calls helpdesk reporting their HP Server is down.
2.	9:32am	Helpdesk creates an 01-Outage ticket and assigns a severity of '01-Platinum' The resolution time to fix the problem is 4 hours The status frequency (in case problem is not resolved by LOS) is 30 mins <i>*Multiple severities exist in Asset Center, therefore, each will have a different resolution time and status frequency values.</i>
3.	9:35am	Ticket is dispatched to a systems engineer. The LOS due date is calculated: 9:35 + 4 hours = 1:35pm LOS Due Date
4.	1:35pm	The problem is still not resolved and LOS is missed. Now the helpdesk is required to status the customer every 30 mins until problem is resolved. Status by 2:05pm = 1:35pm + 30 mins
5.	1:55pm	Helpdesk agent communicates status to customer. The next status by date is 30 minutes from the last status communication. Status by 2:25pm = 1:55pm + 30 mins
6.	2:15pm	Problem is resolved and helpdesk closes ticket.

FIG. 4



5/7

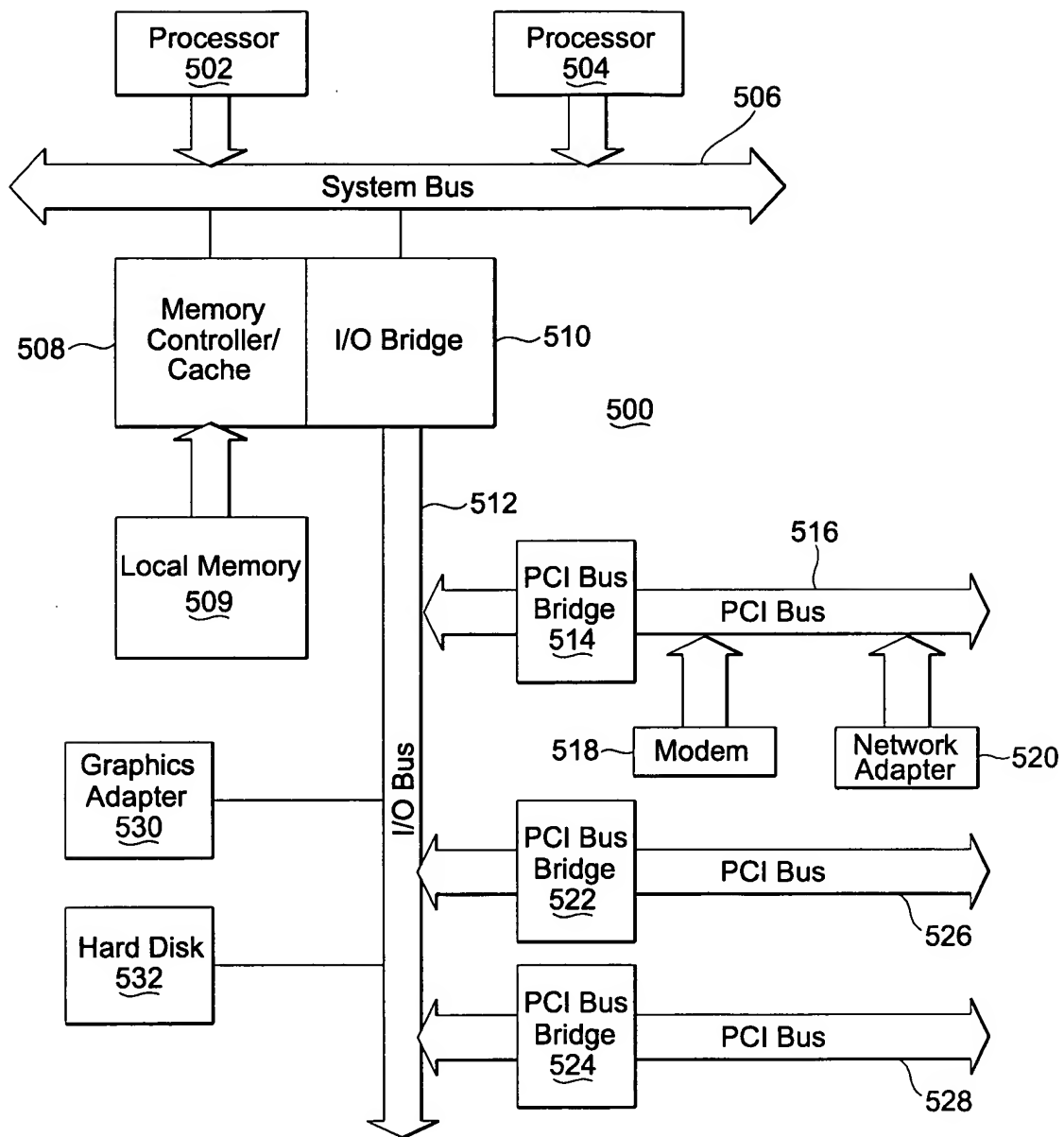


FIG. 5



600

6/7

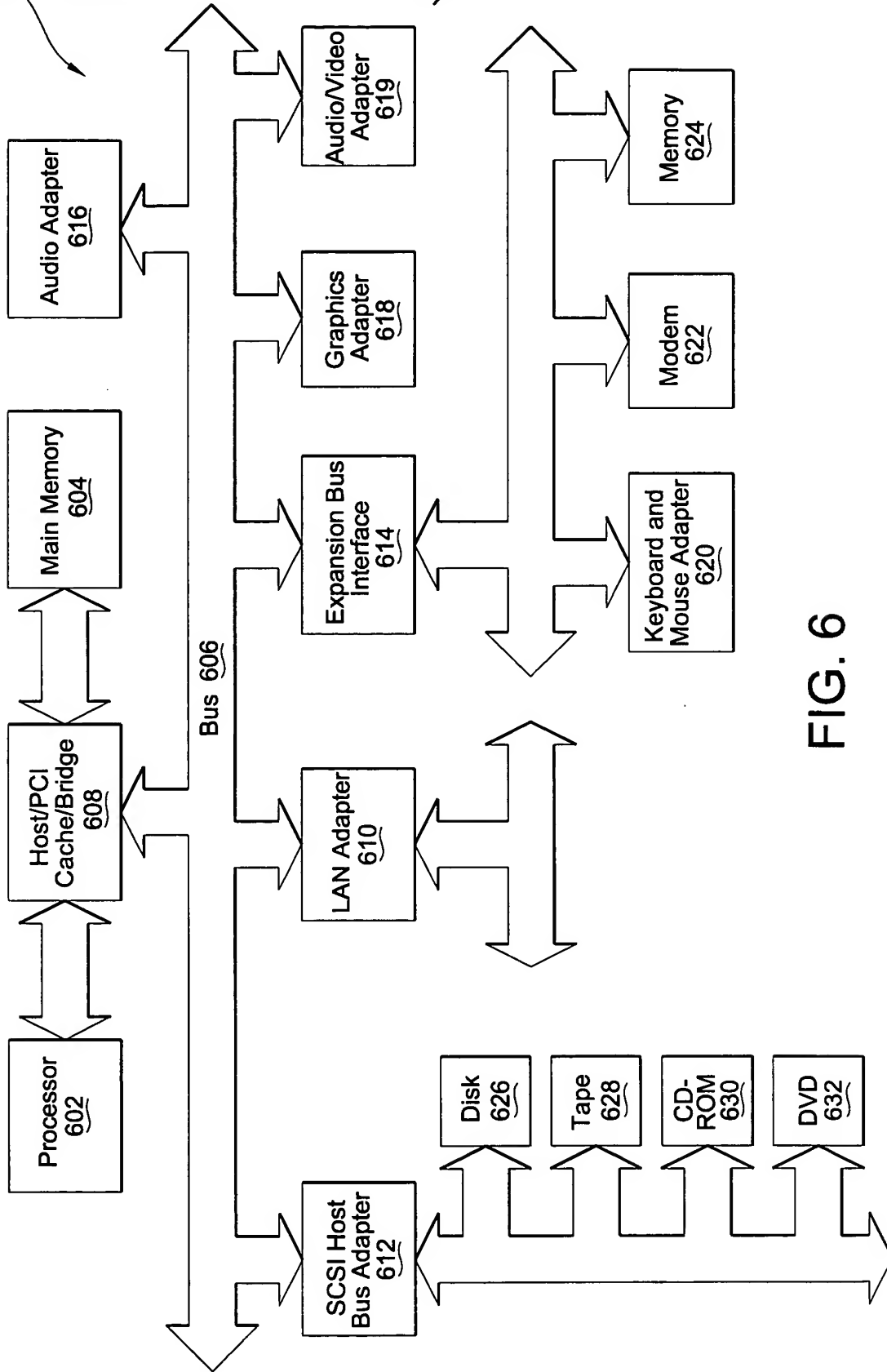


FIG. 6



7/7

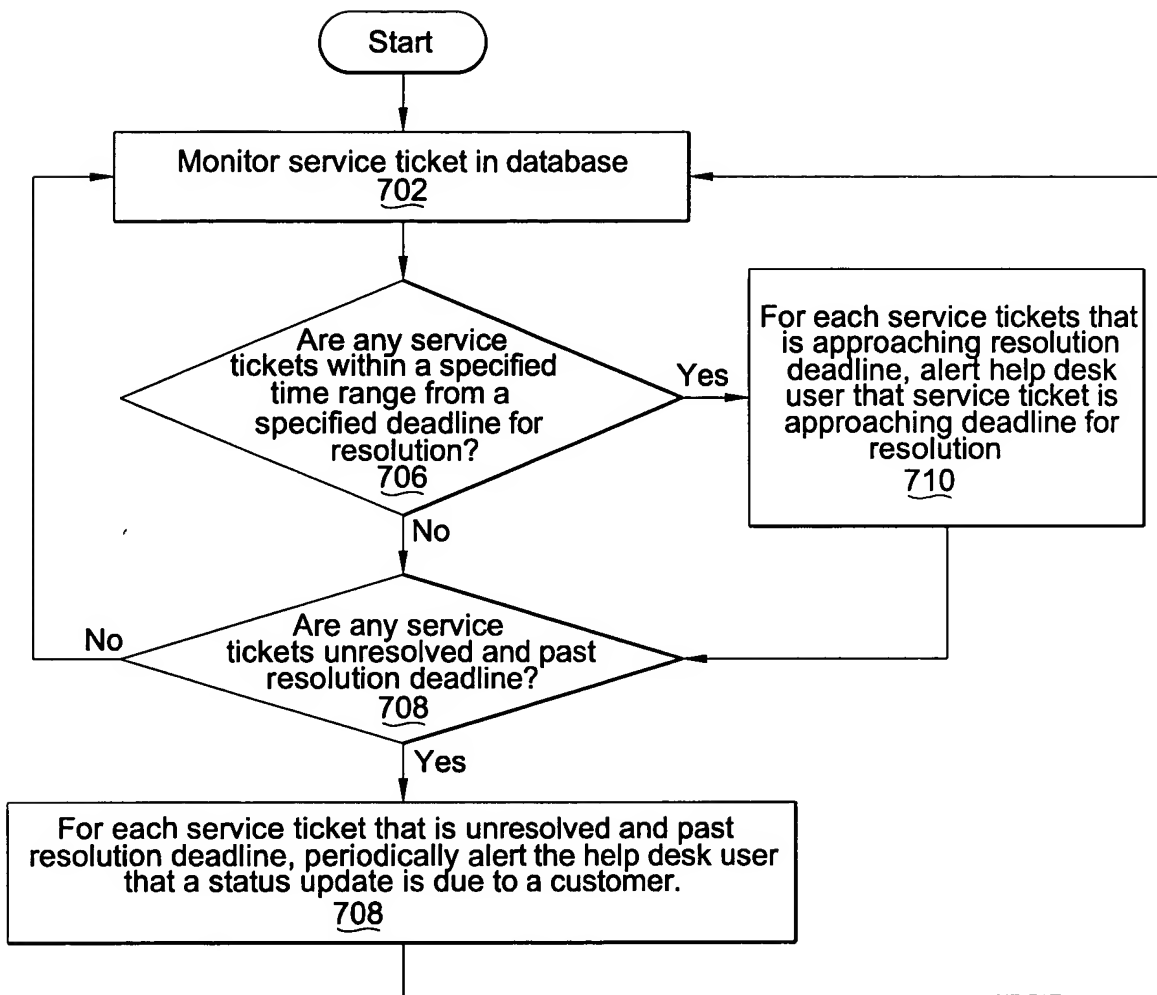


FIG. 7